


PHILIPPINE AMUSEMENT AND GAMING CORPORATION  
MONITORING REPORT OF PERFORMANCE TARGETS

COMPONENT					2019										
	Objective/Measure	Formula	Weight	Rating/Score	2019 Target (GCG-modified)	1 <sup>st</sup> Quarter		2 <sup>nd</sup> Quarter		Revised Full Year Target	3 <sup>rd</sup> Quarter		4 <sup>th</sup> Quarter		
						Target	Actual	Target	Actual		Target	Actual			
SOCIAL IMPACT	SO 1	Increase Contribution to National Government Coffers and Nation Building Efforts													
	SM 1	Total contributions to national government (including mandatory contributions, taxes, dividends, subsidies and donations – under MOOE) in billion pesos	(2018 actual remittance – 2019 actual remittance) / 2018 actual remittance	20% and above = 25% 10% to 19.99% = 20% Equal to or below 2018 actual = 0%	Actual/Target x Weight	P73.66 Billion	-	P14.11 Billion	-	29.60 Billion		-	-	-	
	SO 2	Increase GGR of the Industry													
	SM 2	Increase in Total Industry GGR (PAGCOR + Licensee GGR + POGO Regulatory Fee)	(2018 GGR – 2019 GGR) / 2018 GGR	17% increase and above = 25% 15% to 16.99% = 20% 12% to 14.99% = 15% 10% to 11.99% = 10% Equal to or below 2018 actual = 0%	Actual/Target x Weight	P247.88 Billion	-	P61.82 Billion	-	61.98 Billion		-	-	-	
		<i>Sub-Total</i>		50%											
FINANCIAL	SO 3	Increase revenue of PAGCOR													
	SM 3	Net Operating Income (NOI) Margin	NOI/Total Income	20%	Actual/Target x Weight	75%	-	81.28%	-	79.59%		-	-	-	
		<i>Sub-Total</i>		20%											
STAKEHOLDERS	SO 4	Ensure a Conducive Business Environment within a Level Playing Field													
	SM 4	Percentage of Satisfied Customers / Stakeholders (Customer Satisfaction Survey)	Absolute Amount	10%	Actual/Target x Weight	Attain Satisfaction Rating of Satisfied from at least 90% of respondents	-	-	-	-		-	-	-	
		<i>Sub-Total</i>		10%											
INTERNAL PROCESS	SO 5	Improve Products, Services and Operation Efficiency													
	SM 5	Marketing Expense to Win Ratio	Marketing Expense/ Total Winnings	≤10%=10%	All or Nothing	≤10%	≤10%	4.89%	≤10%	5.32%		≤10%		≤10%	
		<i>Sub-Total</i>		10%											
LEARNING & GROWTH	SO 6	Enhance Employee Competency and Motivation													
	SM 6	Develop Competency Framework	Total number of responders which gave at least Satisfactory rating / Total number of respondents	5%	All or Nothing	Establishment of Competency Baseline and Identification of Competency Gaps	Item Analysis and Test Revision / Finalization	Completed the following: -Item Analysis -Revised / Finalized Competency Assessment	Orientation / Training on Competency Concepts and use of Assessment Tool	All regular employees of plantilla positions in Corporate Dept., Branches & SOGs have been oriented / trained		Conduct of Competency Assessment for all positions		Identification and Summary of Competency Gaps for all employees / employee groups	

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					Target	Actual	Target	Actual		Target	Actual	Target	Actual	
						Questionnaire		on Competency Concepts and Use of Assessment Tool						
SM 7	ISO 9001 Certification	5%	All or Nothing	Re-certification of PAGCOR QMS to ISO 9001:2015	-	- Internal Quality Audit (IQA) at Corporate Departments and CF- Tagaytay is in full swing - Quality Manual and other QMS documents are currently being revised -Review of the Terms of Reference for the engagement of a Certifying Body for the re-certification of PAGCOR's QMS ISO 9001:2015 is ongoing		- Internal Quality Audit (IQA) is now 71% complete. - Revision of Quality Manual and other QMS documents is ongoing. -Pre-procurement Conference for the engagement of a Certifying Body for the re-certification of PAGCOR's QMS to ISO 9001:2015 was conducted last June 27, 2019.		-			Recertification of PAGCOR QMS to ISO 9001:2015	
	<i>Sub-Total</i>	10%												
	<b>TOTAL</b>	<b>100%</b>												

Certified Correct:


  
 JUANITO L. SAÑOSA, JR.  
 CORPORATE SECRETARY & COMPLIANCE OFFICER

Date: \_\_\_\_\_

  
 SHARON S. QUINTANILLA  
 AVP. ACCOUNTING DEPARTMENT

Date: \_\_\_\_\_

Approved by:

  
 ANDREA D. DOMINGO  
 CHAIRMAN AND CHIEF EXECUTIVE OFFICER